

U.S. DEPARTMENT OF STATE

NOVEMBER 2005

State

MAGAZINE

China's Storehouse of Heaven



CDC FSNs Wandani Sebonego (left) and
Pride Masuku test for hepatitis.



IN OUR NEXT ISSUE: Riding High-Tech in Botswana

State MAGAZINE

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ON THE COVER

A man walks along a rainy path in Chengdu. *Photo by Corbis.*

DIRECT FROM THE D.G.

AMBASSADOR W. ROBERT PEARSON



Civil Service Modernization

This month, I would like to provide you with an update on the status of Civil Service reform legislation and HR system reform components.

In July 2005, the Office of Management and Budget and the Office of Personnel Management sent a “Working for America Act” proposal to Congress. The proposed legislation differs from that currently being implemented at the Department of Defense and Department of Homeland Security, because it is much more targeted at pay reform and includes fewer changes in the areas of labor relations, adverse actions and appeals processes.

The proposal addresses two major issues in the current Civil Service system: (1) “market sensitivity” (Annual pay adjustments are currently the same for all occupations and grades.) and (2) “performance sensitivity” (Within-grade increases are currently based primarily on longevity, not performance.)

If the legislation is adopted, the statute would establish ground rules for overall pay adjustments, and major features of the new pay system would apply government-wide. Agencies that already have separate authority, such as DoD, DHS and others, could opt in to the new system, but aren’t required to do so. Agencies such as State that are still under the current Civil Service may seek an exception and develop their own system using the framework set forth by the legislation.

Under the proposed legislation, occupational groups and pay band levels would be established by OPM, and rate changes for each occupational group and pay band would be based on market surveys. Annual adjustments would consist of three components: (1) a national market adjustment that would vary by occupational group and band; (2) a local market adjustment that would vary by occupational group, band and location; and (3) performance-based pay increases.

If the legislation is adopted, performance-based pay increases would likely account for 25 to

50 percent of the total pay increase on average. Employees rating less than Fully Successful would not receive any pay increase, not even the national or local market adjustments.

Under the current Administration proposal, all agencies would be required to terminate the use of the current Civil Service personnel system by 2010, with OPM approving new systems that reflect the legislation. Under the Administration’s proposal, agencies could request alternative occupational, banding and pay structures that would then require OPM’s approval.

In the interim, while the proposed legislation is debated and OPM continues to work out the details, we are reaching out to those agencies that have implemented reformed personnel systems to identify what would make the most sense for State. Clearly, the trend in all reform proposals is toward performance-based systems.

The Department has recent experience in implementing performance-based pay. During this past year, we designed and implemented a pay-for-performance system for senior managers in both the Senior Foreign Service and Senior Executive Service. The systems have worked well to date, and we continue to seek ways to fine tune or improve them.

Given the links between the Foreign Service and Civil Service human resource systems, Civil Service modernization will affect the Foreign Service, since the Foreign Service Act requires that the compensation schedules for the Civil Service and the Foreign Service be, to the extent possible, comparable.

Congress may begin debate on the Working for America legislation this fall. Any system we design will include full participation of the Department’s leadership and bureau-wide employee advisory groups, as well as our participation and full discussion with our workforce labor representatives. More information on the Working for America legislation can be found at www.whitehouse.gov/results/agenda/working.html. ■

State Committed to Keeping Passport Office in New Orleans

I regret that the October article on Hurricane Katrina and the New Orleans Passport Agency notes “passport officials...will eventually relocate the office.” At no time have officials from the Bureau of Consular Affairs considered relocating the passport agency from New Orleans.

I am very concerned that the error in the article may raise unnecessary concerns for our employees in New Orleans that their jobs are at risk, at a time when they are recovering from the trauma of the hurricane and going about the difficult task of rebuilding their lives. In all of our communications with them, we have assured them that we are committed to resuming operations in New Orleans as soon as

it is safe to do so. The staff of the New Orleans Passport Agency is among the most hardworking in the Department of State and they are irreplaceable. On their behalf, I’d also like to thank the State Department family for so generously donating to the Employee Emergency Relief Fund, which benefited our colleagues in New Orleans. With our collective efforts, the New Orleans Passport Agency will be back up and running as soon as possible.

Maura Harty

*Assistant Secretary
Bureau of Consular Affairs*

Translators, Not Interpreters

My husband (a retired Foreign Service Officer) and I have enjoyed the work of Brian Aggeler since we first encountered his strip while we were

posted to Mumbai, India. His pointed and very funny renderings of the internal workings (or lack thereof) of the State Department and the Foreign Service kept us laughing all through our time at the consulate.

This might be nitpicking, but I’d like to correct a small error in the strip that appeared in the October issue. It was entitled “The Adventures of Harlan Bonmot, Mediocre Translator.” Funny, but essentially inaccurate. What Mr. Bonmot was engaged in was interpreting for the ambassador. An interpreter works in an oral medium, a translator in a written one.

Don’t let this stop Mr. Aggeler from continuing doing what he does so well!

Maureen Riley-Polasky

*Frederick Polasky
Fairfax, Va.*

FROM THE EDITOR

Called the “storehouse of heaven” because of its agricultural abundance, southwest China has a long and rich history. When the U.S. consulate staff moved into its current complex in 1993, they were surrounded by vegetable fields and dirt roads. Today, the consulate is responsible for an area larger than Western Europe and a population of more than 200 million people.

Mention “virtual” to many Department veterans, and their first thought might be of something less than real or some entity floating in cyberspace. But to Manu Bhalla, the first Virtual Principal Officer for Davao, a major city in the Philippines, virtual is very real. He—and the other 14 Virtual Principal Officers around the world—became the “face” of the Department in key cities and areas where permanent buildings and full-time staff do not exist.

The global war on terror has many fronts. The professionals at the Office of Terrorism Finance and Economic Sanctions Policy play a huge role on one of those fronts by disrupting the terrorists’ access to traditional financing. Cutting off money flowing through traditional channels forces terrorists into riskier and more costly avenues. But this front changes constantly, and close international cooperation is a must.

When disaster struck the Gulf Coast, Department employees answered the call. Katrina Task Force volunteers pitched in from Keesler Air Force Base in Mississippi to the

Federal Emergency Management Agency headquarters in Baton Rouge, helping restore order to the chaos from Hurricanes Katrina and Rita. Meanwhile, Consular Affairs, the Bureau of Administration and the Bureau of Diplomatic Security worked overtime to account for all of the Department’s New Orleans Passport Agency employees. Once the employees were accounted for, the team located and recovered almost 1,000 crates of material from the New Orleans office and transported them to the Passport Center in Charleston, where employees processed more than 115,000 applications in less than three weeks. Assistant Secretary for Consular Affairs Maura Harty called it an example of superb teamwork.

Equally at home in the Truman Building and the Kennedy Center, Alfredo Pulupa lives a charmed—and charming—life. The Department’s very own Piano Man makes music during his free time and helps make policy as a key player in the Bureau of Political-Military Affairs during normal work hours. He moves in interesting circles: he once played Gilbert & Sullivan for Ginsburg and O’Connor. That’s Supreme Court Justices Ruth Bader and Sandra Day.

Rob Wiley

Outstanding Service

FSO Honored for Organizing Iraq Local Elections

Tobin Bradley, a Foreign Service officer serving as a special assistant to the Under Secretary for Political Affairs, has been awarded the prestigious Service to America International Affairs Medal for 2005 based on his outstanding contributions as political adviser for the Coalition Provisional Authority in Iraq.

Under dangerous circumstances, Mr. Bradley organized 15 local elections in southern Iraq and developed a voting system that the United Nations used as the basis for the January 2005 national elections.

He was honored along with eight other award recipients at a ceremony on Sept. 28. The nine honorees, described by *The Washington Post* as “career bureaucrats who perform for the government well outside the limelight,” were chosen from more than 500 nominees for their contributions to critical missions of the federal government.

Mr. Bradley accepted the award “on behalf of all of the State Department officers that have volunteered for service in Iraq, Afghanistan and all of the other hot spots around the world. These officers are truly on the front lines of American foreign policy.”

According to the Partnership for Public Service, which created the awards in 2002 along with the Atlantic Media Company, Mr. Bradley set out to establish direct district and city council elections in Dhi Qar province.

The nonprofit organization’s web site says that “for each election, he used his Arabic speaking skills to build trust with local Iraqis, organizing town meetings and seeking input.” In

the first two elections he ran, it was one family, one vote, which meant virtually only men voted. So he changed the rules to give two votes to each family and women’s participation jumped dramatically, the web site says. He also overcame



Tobin Bradley, left, accepts his award from National Intelligence Director John Negroponte.

serious security problems and managed on a shoestring budget.

In February 2004, *The Washington Post* said Mr. Bradley’s work “may stand as one of the most ambitious democratic experiments in Iraq’s history.”

State Cracks 'Best Places to Work' Top Ten

The State Department came in 10th in the “2005 Best Places to Work in the Federal Government” rankings—a jump from its 19th-place ranking two years before.

The Department was honored at a “Top Ten” dinner Sept. 15, where Director General Robert Pearson and other staffers accepted a plaque.

The rankings were made by American University’s Institute for the Study of Public Policy Implementation and the Partnership for Public Service. They were based on an analysis of survey results from 30 major departments and agencies.

On Sept. 20, Robert Tobias, the director of ISPP, was featured in the Department’s second Management Speaker Series presentation, cosponsored by the Bureau of Administration and the Young Professionals Society. He told some 60 employees gathered in the Loy Henderson Auditorium that the Department’s scores increased over 2003 scores in all 10 categories included in the survey.

The Department scored high in “effective leadership” and “skills-mission match,” which are the biggest drivers of employee satisfaction and engagement, he said.

The Department’s lower scores were in the “family-friendly” category, which considers such factors as length of workday and performance-based rewards.

The best place to work, according to the survey, is the Office of Management and Budget. It was followed in the rankings by the National Science Foundation, Nuclear Regulatory Commission, Government Accountability Office and Securities and Exchange Commission.

Tobias said the rankings were created to attract public interest in the government as a “best place to work,” give

potential job applicants information and links to federal job information, create incentives for increased attention to



The Department delegation at the Sept. 15 awards dinner poses with its plaque. From left, Norris Bethea, Judy Ikels, Susan Swart, Brenda Greenberg, Debbie Vaughn, Director General Robert Pearson, Janice Barnett and Patricia Pittarelli.

federal workplace issues and give managers a road map for understanding and increasing employee commitment.

He said one in three federal agencies had higher scores than the private sector, compared with one in eight in 2003. He noted that the feds scored higher on issues such as work-life balance and cooperation.

FSI Trains Instructors in New Software



FSN trainers pose with instructor Alice Tanoue, fifth from left.

The introduction of Microsoft Office 2003 to overseas posts also brought the need for training. In August, the information management training division of the Foreign Service Institute’s School of Applied Information Technology ran a two-week Regional End User Training Program in Manila, which was attended by Foreign Service National instructors and staff from throughout Southeast Asia.

The course prepared these trainers to take Office 2003 specialist exams and to impart their new skills at posts throughout the region. Students covered materials in Microsoft Word 2003, Excel 2003 and Outlook 2003 in the class taught by FSI’s Alice Tanoue.

This type of training plays an important part in establishing a stable, skilled team of local instructors who remain in their regions.

Embassy Gives Boost to Student-led College Fair

Singaporeans place a premium on advanced education, but the task of choosing a university can be overwhelming. The recent Experiences 2005 education fair made that choice a bit easier by offering the opportunity to converse with college students from nearly 40 American universities.

The Experiences effort began six years ago when several Singaporean students attending U.S. universities decided to create an event where prospective students could connect with current college students. This year, for the first time, the organizing committee contacted the U.S. Embassy in Singapore for sponsorship. The embassy's Office of Public Affairs provided financial assistance and helped the students formulate a strategy for publicizing the fair. The Commercial Section introduced the students to several American businesses interested in connecting with prospective students. As a result of this collaboration, the students raised additional funds and increased their marketing efforts.

At the July 24 fair, U.S. Chargé d'Affaires Judith Fergin opened the event and visited all the booths to meet with each university's representative. Angela Yoong, one of the lead organizers, said, "Mrs. Fergin's presence increased the enthusiasm of both the attendees and participating universities, contributing greatly to the success of Experiences 2005."

The Commercial Section ran a booth for the U.S. Embassy. Consular officer Susan Wong conducted a seminar about the visa application process for approximately 120 students. Alex Antilla, an Embassy intern, facilitated a question and answer



From left, John To, Jonathan Hung and Seraphina Kuah, co-chairs of Experiences 2005, and Chargé d'Affaires Judith Fergin officially open the event.

session with Singaporean students about university life in the United States. Other Embassy interns promoted their respective schools.

The 2,500 visitors attending the fair marked the highest turnout in the event's history. With 38 U.S. universities represented, including the Ivy League and other elite schools, the caliber of participation was unprecedented.

Other positive outcomes included the promotion of U.S. products and services, such as student loans and airline tickets, by American corporate sponsors. The sponsorship committee said, "The Embassy's efforts aided us tremendously in gathering financial support, and also raised the profile of Experiences 2005 among alumni associations and U.S. companies."



BE AN EVERYDAY HERO FOR CFC

Child Development Center employees Shannon Ross, back center, and Roxana Blanco share the stage with children from Diplotots at the Combined Federal Campaign's early October kickoff in the Harry S Truman building. Deputy Assistant Secretary Linda Taglialatela officially opened the 2005 CFC under the theme "Be an Everyday Hero." The campaign runs through December 16.



ONE-STOP SHOPPING IN MEXICO FOR EDUCATION INFORMATION

Welcome to Mexico's EducationUSA. The first cooperative project of this scope at any U.S. embassy, it brings together multiple embassy elements—the public affairs section, the U.S. Agency for International Development and the Foreign Commercial Service—along with partner institutions: the Fulbright Commission and the Institute of International Education and its educational advising center.

This combined effort will enable the partners to promote educational opportunities in the United States more effectively by providing one-stop shopping for information about U.S. government education programs.

At their exhibit at a meeting of the Mexican Association of Universities and Institutions of Higher Education, public affairs staff released a Spanish-language pamphlet that lists all education-related programs. The brochure's cover design was selected through a competition among design students of the Universidad Iberoamericana. A special web site for EducationUSA was designed by staff from the Benjamin Franklin Library, the embassy's public library in Mexico City.

Participants in EducationUSA have continued their collaboration, with joint exhibits and presentations at teachers conferences and college fairs, including the StudyUSA Fair in Tijuana.

For more information, visit the EducationUSA web site at www.usembassy-mexico.gov/educationusa.



From left, Martha Sanchez, Department of Commerce; Nichole Johnson, Institute of International Education; and Claudia Mendiola, Benjamin Franklin Library, staff the EducationUSA booth at the 11th Meeting of the Mexican Association of Universities and Institutions of Higher Education.

Workshop Addresses Child Abduction Issues

The first-ever workshop on the Consular Response to International Parental Child Abductions was held August 22–24 and was attended by 23 Foreign Service officers from 19 countries.

Sponsored by the Office of Children's Issues in the Bureau of Consular Affairs, the workshop featured presentations by CI officers, the Office of Mental Health Programs, the National Center for Missing and Exploited Children, the Department of Justice, the FBI, Interpol and workshop participants themselves. Spirited discussions were held on topics such as welfare and whereabouts visits and how to work with international organizations such as Interpol.

CI applauded the ingenuity of consular officers in effectively using the good contacts they developed at post. Officers gave specific examples of cases they had handled, leading to a better understanding of the broad range of issues that come into play in these cases.

By the end of the workshop it was clear that there is a need for continued training and discussion of abduction issues for both FSOs and FSNs. CA is hoping to transform the workshop into a regular consular training course at the National Foreign Affairs Training Center.



*Despite the booming economy,
most people in Chengdu still get
around by bicycle.*



POST OF THE MONTH



CHENGDU

SOUTHWEST CHINA'S 'STOREHOUSE OF HEAVEN'

By Bill Coleman



Ambassador Clark T. Randt (third from right, back row) joins (third from left, back row) former consul general Cornelius Keur, Mrs. Sommay Keur and Consul General Jeffrey Moon in the consulate garden with traditional lion dancers and consulate Foreign Service National employees at the opening of the Keur Community Center.

The eighth-century poet Li Bai wrote, “The road to Shu is more difficult than reaching the azure heavens.” The ancient kingdom of Shu is part of today’s Sichuan province, and it is no wonder that Li Bai found the road so challenging. To the west of Sichuan is the Tibetan plateau—“the roof of the world”—at an average altitude of more than 13,000 feet. To the south lies the infamous Golden Triangle and the tropical lands of Southeast Asia. To the east, deep gorges, rivers and lakes form natural barriers. Finally, precipitous mountain ranges separate Sichuan from central China to the northeast and from the steppes of the Muslim regions to the northwest.

Modern communication and transportation links have, of course, broken down many of Sichuan's once formidable geographic barriers, making its capital, Chengdu, an important center of business, commerce and culture.

Home of the U.S. Consulate in southwest China, Chengdu has a long and rich history. Recent archaeological evidence from the city center suggests humankind inhabited the Sichuan basin as early as 1500 B.C., making Chengdu one of the oldest cities in the world. With its alluvial soil and mild climate, Sichuan's agricultural wealth has fed all of China for millennia, earning Sichuan the moniker of China's "storehouse of heaven."

Early footprint

Formal U.S. involvement in the consular district—which today includes the provinces of Sichuan, Yunnan, and Guizhou; Chongqing municipality; and the Tibet Autonomous Region—began in 1905 with the arrival of an American consul in Chongqing. After Nationalist China, embroiled in a war with Imperial Japan, relocated its capital to Chongqing in 1937, the United States offered unofficial military support in the form of the Flying Tigers, American volunteers who protected the skies over southwest China. The U.S. Embassy was located in Chongqing from 1942 to 1946.

The U.S. government opened the consulate general in Chengdu in 1985. Construction of the consulate compound began soon thereafter and the staff moved into its current location in 1993. At that time, vegetable fields surrounded the consulate and an unpaved road led past its main entrance.

But in the past 12 years, Chengdu has changed dramatically. High-rise buildings have replaced the vegetable fields, and the dirt road, now paved, is lined with businesses, restaurants and retail stores offering everything from traditional crafts to Prada bags and Chinese dumplings to American fast food.

Paralleling Chengdu's burgeoning development, the consulate has also grown. In the past four years alone, the number of direct-hire Americans has doubled to 25. The former consul general's residence, which was firebombed in 1999 by Chinese students following the accidental NATO bombing of the Chinese Embassy in Belgrade, was recently converted into a multifunctional community center for staff use.

The consulate is responsible for a geographic area larger than Western Europe and a population of more than 200 million people. Reporting duties, consular services, public diplomacy outreach and management support activities are numerous and varied.

Of all the work the consulate does, however, none is more visible or challenging than work in Tibetan areas. Whether it is visiting monasteries to better understand issues surrounding religious freedom, speaking at local schools or assisting American citizens who encounter health problems on the Tibetan plateau, working in the sometimes primitive and always harsh environment is an experience no one in the Foreign Service ever forgets.

AT A GLANCE



Country name: China

Capital: Beijing

Government: Communist state

Population: 1.3 billion

Median age: 32 years

Religions: Daoist (Taoist), Buddhist, Muslim and Christian

Total area: 9.6 million square kilometers

Approximate size: Slightly smaller than the United States

Currency: yuan (CNY)

Per capita income: \$1,200

Chief exports: Machinery and equipment, plastics, optical and medical equipment, and iron and steel

Export partners: United States (22.8 percent), Hong Kong (16.2 percent) and Japan (12.4 percent)

SOURCE: CIA World Factbook 2005

Right: Awe Moon, left, and Protocol Assistant Su Guorong pause and ponder cliff-side Buddhist sculptures in Dazu, Sichuan Province. Left: Office Management Specialist Deborah Vaughn shares a moment with an adolescent panda at the Wolong Nature Reserve outside Chengdu. Bottom: Political Section Foreign Service National employee Lobsang Tsering takes a break inside a nomad's tent in Kardze, Tibetan Autonomous Prefecture.





Author Bill Coleman, second from right, and wife Asuka accept hospitality from Tibetan monks in a monastery in Lithang, Kardze, Tibetan Autonomous Prefecture.

Growth spurt

Two other U.S. government agencies are also located in Chengdu. Peace Corps volunteers assist China with its “Great Western Development” program by teaching English and environmental education to students in more than 50 universities, colleges and middle schools across the consular district. Taking advantage of the breakneck pace of economic development in southwest China, the Foreign Commercial Service promotes U.S. business.

In the past two years, Germany, South Korea, Thailand and Singapore have opened consulates in Chengdu. The arrival of more diplomats, as well as more Western companies, has brought important benefits. Chengdu’s once quiet diplomatic community is larger, schooling options for consulate children are more diverse and health care facilities are improved.

Life is comfortable and improving daily. Housing, located on the consulate compound and in nearby housing developments, is spacious, the cost of living is low and activities in the city—from horseback riding to calligraphy lessons—abound. Panda viewing at Chengdu’s panda research center and in one of their last remaining natural habitats just west of the city is also popular. Villages with stone lanes, bamboo forests and traditional tile-roofed buildings are nearby.

Slightly farther away are alpine valleys, glacial lakes and the snow-capped mountains of the Tibetan plateau.

But perhaps the most popular activity in Chengdu is taking it easy, for which local residents are known throughout China. Teahouses furnished with bamboo chairs and tables are found on every block, parks are filled every weekend and the shuffling sound of majiang (mahjong) tiles—a traditional Chinese game and favorite pastime in Chengdu—can be heard at all times of the day and night.

The only thing more widespread than teahouses and majiang games are restaurants. Chengdu residents take their eating very seriously. Sichuan is the home of numerous famous dishes, including “hot pot,” a fiery broth of boiling oil, red chili peppers, meats and fresh vegetables. Another popular dish is “mapo tofu,” similar to hot pot in spiciness, but with an added flavor of Sichuan peppercorns that provide a numbing, tongue-tingling sensation. Besides Chinese cuisine, Chengdu also boasts a wide variety of international food, including Tex-Mex, Italian, Indian, Japanese, Korean and Thai.

Chengdu is an outward-looking city in the midst of rapid change. Work is rewarding and life always interesting in southwest China. ■

The author was, until recently, the general services officer at the U.S. Consulate General in Chengdu.

From left, Jenny Ley, Jonathan Turak, LaToya Young, Marilyn Bruno, Daniel Schmerin, David Nelson and Karen Noble.



The Bucks Stop Here

THIS OFFICE GIVES THE BAD GUYS A RUN FOR THEIR MONEY **BY MARILYN BRUNO**

Disrupting the financing of terrorism is an important element of U.S. strategy in the global war on terrorism. The Office of Terrorism Finance and Economic Sanctions Policy in the Bureau of Economic and Business Affairs is one of the key players.

Identifying and cutting off the money flow has proven to be central to undermining terrorist groups. Closing off the legitimate banking system to terrorists' funds transfers forces them into higher-cost and riskier channels.

The agenda is ever changing. As traditional financing institutions come under increased scrutiny, terrorists are turning to new ways to move funds, including through informal channels (wire transfers, cash couriers) and illegal activities (money laundering, smuggling, diversion of charitable donations).

Hawala, an alternative remittance system that originated in India before the introduction of traditional Western banking practices, is used around the world. Although it and similar

systems are often referred to as underground banking, they operate in the open with complete legitimacy. They are often heavily and effectively advertised.

What is challenging from the point of view of tracking terrorist funds is that hawala makes minimal or no use of negotiable instruments. The system functions on the basis of trust between dealers and is often grounded in family or regional affiliations.

Obviously, as terrorist financial networks expand in complexity and global reach, no country has the capability to track and defeat them without the cooperation of others. This office manages international outreach on terrorism finance for the U.S. government, working with U.S. law enforcement, intelligence and regulatory agencies, as well the National Security Council and relevant regional and functional bureaus at State.

The office supports submitting to the United Nations the names of individuals and groups linked to Al Qaeda, Usama bin Laden and the Taliban, which requires international

action to freeze assets and ban travel and arms sales. Through this “designation” process, nearly 400 terrorist facilitators have been publicly identified, and more than \$174 million in assets have been frozen since 2001.

The office also networks with terrorist finance coordinating officers in each overseas mission, providing them with regular updates, a classified web site with a vast variety of resources and formal training opportunities in terrorism finance, including a three-day course offered several times a year at the Foreign Service Institute.

The sanctions side of the office works to deny terrorist states and other offenders of international norms the economic benefits of trade with the United States. It works with other bureaus and offices to develop and implement sanctions programs, including against Syria, Iran, Libya, North Korea, Sudan, Zimbabwe and Burma. Policy is dynamic; the office constantly works to calibrate sanctions against all those countries, tightening or loosening them in conjunction with diplomatic and policy developments.

Sanctions policy can allow for exemptions so that humanitarian, scientific, scholarly or cultural exchanges may continue despite other trade and investment restrictions. In the wake of the December 26, 2003, earthquake in Bam, Iran, the office processed hundreds of licenses so that humanitar-

A T A G L A N C E

Office name: Terrorism Finance and Economic Sanctions Policy

Symbol: EB/ESC/TFS

Office Director: David D. Nelson

Staff size: 15

Office location: Harry S Truman Building

ian assistance could be swiftly provided despite other sanctions against Iran. Also, the office interceded to make sure that a license was granted for work in a highly sanctioned country to research vaccinations for a deadly childhood disease.

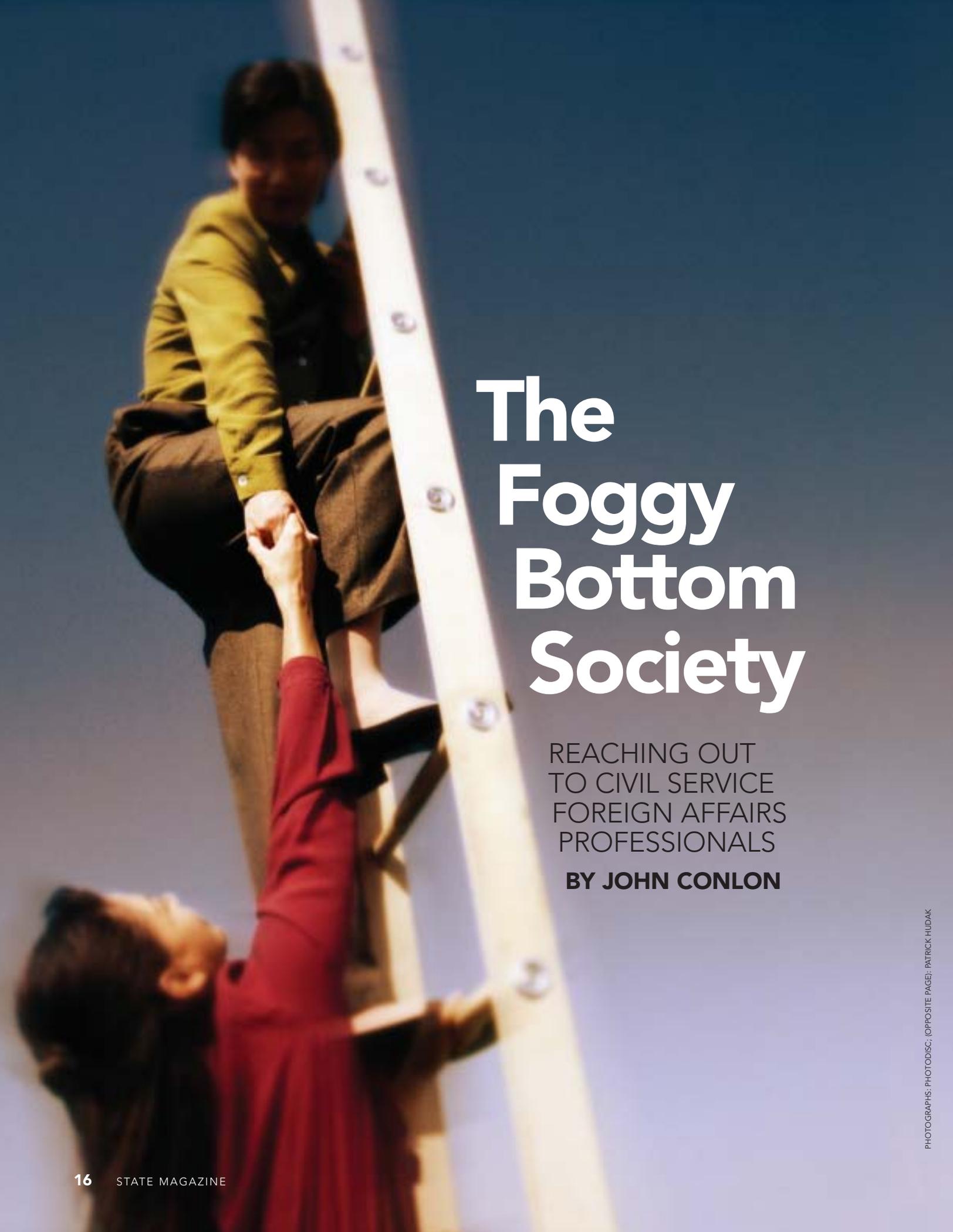
Finally, many foreign missions in Washington can thank this office for helping them find banks to transfer their accounts to after the closing of Riggs Bank.

This office stays busy, giving the bad guys a literal run for their money. ■

The author is a program officer in the Office of Terrorism Finance and Economic Sanctions Policy.



Above: LaToya Young, Karen Noble and Jonathan Turak work on sanctions. Left: Daniel Schmerin, Office Director David Nelson and Marilyn Bruno plot how to follow the terrorists' money.



The Foggy Bottom Society

REACHING OUT
TO CIVIL SERVICE
FOREIGN AFFAIRS
PROFESSIONALS

BY JOHN CONLON



Above left: Deputy Assistant Secretary Linda Tagliatela, Director General W. Robert Pearson and Foggy Bottom Society President Jack Bobo share their views on the Department's commitment to its Civil Service employees. Right: Foggy Bottom Society members and other Department employees listen as Director General W. Robert Pearson discusses the Department's engagement of its Civil Service employees.

The State Department utilizes a professional staff encompassing a broad array of backgrounds to implement the President's foreign policy. In particular, the foreign affairs professionals of the Civil Service serve a key function within the Department.

They represent the United States at home and abroad, frequently traveling overseas to carry out the Department's

opportunities; and to provide a forum for networking and exchange of information on workplace matters and international affairs.

The Department officially recognized the organization last spring. At an event hosted by the society on Aug. 8, Director General Robert Pearson affirmed the Department's commitment to working with the Foggy Bottom Society and providing a wide range of career development opportunities to its civil servants.

Some members look for ways to climb the career ladder, and seek advice from fellow civil servants. Others are interested in temporary assignments in other bureaus to provide cross training and variety to their resumes. Some simply want to know what Congress and the Office of Personnel Management have in store for the Department's Civil Service

foreign policy mission while maintaining long-term contacts with local embassies and interagency groups. They serve the Department by using their area, foreign-language and technical expertise and by serving on the front lines of foreign policy formulation and engagement.

A group of civil servants recently founded the Foggy Bottom Society to increase awareness of Civil Service foreign affairs professionals and promote greater camaraderie and cohesion among them; to encourage training of Civil Service employees in international affairs and other job-related skills; to provide guidance to employees in career development and foster the creation of new career

personnel under current reform proposals.

The Department has responded positively to the Society's career development, training and job mobility proposals.

The Society is open to all of the Department's Civil Service foreign affairs professionals, regardless of rank or position. All civil servants willing to devote time and share ideas and expertise can check out the Society's web site at www.foggybottomsociety.org. ■

John Conlon is the chairman of the Foggy Bottom Society's Public Outreach and Recognition Committee. He is a civil servant for the Bureau of European and Eurasian Affairs.

Some members look for ways to **climb the career ladder**, and seek advice from fellow civil servants. Others are interested in temporary assignments in other bureaus to provide **cross training and variety** to their resumes. Some simply want to know what Congress and the Office of Personnel Management have in store for the Department's Civil Service personnel....

On the Road

'CITIZEN AMBASSADORS' ENGAGE AUDIENCES ON UNDER SECRETARY HUGHES' TRIP TO EGYPT, SAUDI ARABIA, AND TURKEY **BY KAREEMA DAUOD**



From left, Gretchen Welch, William O'Brien, Kareema Dauod and Gordon Gray are served snacks by their hosts at Dar el-Hekma Women's College in Jeddah, Saudi Arabia.

Language and one-on-one engagement play powerful roles in bridging cultures. I learned this when I was chosen recently to accompany Under Secretary of State for Public Diplomacy and Public Affairs Karen Hughes and her deputy, Dina Habib Powell, on their first official trip to the Middle East and Turkey.

PHOTOGRAPHS: (ABOVE): ERIN EDDY; (OPPOSITE PAGE LEFT): KAREEMA DAUOD; (RIGHT): ADELE RUPPE



Left: Kareema met these exchange students in Bab Zuweila, Egypt. Below: The author takes a break during a busy day in Cairo.



As Ambassador Hughes continually stresses, public diplomacy is a two-way street. We seek to listen and be heard.

I was selected for this special role because of my experience as a co-op student employee in Under Secretary Karen Hughes' Office of Policy, Planning and Resources and as a PhD student at Georgetown University majoring in Arabic linguistics. William O'Brien, a teacher from Wisconsin recommended by Senator Russ Feingold, was asked to be the other pioneer "citizen ambassador."

Thanks to my Arab-German-American and Muslim background, I was uniquely able to relate to the students, opinion leaders, women activists and others we met on the trip. I enjoyed engaging them on a personal level and doing my part to help explain life as an American Muslim.

I spoke about my experiences living as an American in a diverse and tolerant country. Students in particular, who might have been intimidated by politicians, were comfortable expressing to me their frank opinions about the United States and its foreign policy. I was firm in rebutting several myths about the role the U.S. plays in the world. But I believe I demonstrated that, though we may not agree on everything, there is plenty we all have in common, and that should be the basis for collaboration and dialogue.

One of my favorite recollections was being asked, at an opinion leaders lunch in Cairo, if I—a Muslim in government—was an exception. I said no, and added that Muslims are prominently represented in all aspects of American society.

I learned that language plays a powerful role in bridging cultures and differences. Both Dina and I were able to converse in Arabic with those we met in Egypt and Saudi Arabia. Though English is widely spoken in both countries, the ability to speak Arabic, understand the culture and relate to people was very much appreciated.

I came to be seen as an American with a face and an identity, not just a title. The trust and acceptance Bill and I gained from our counterparts in Egypt, Saudi Arabia and Turkey was truly spectacular. We went away forever changed, feeling we had contributed a little toward global peace and understanding.

As a result of this week-long trip, I was able to establish contacts with students, opinion leaders, journalists and citizens who I now keep in touch with via an online chat group. I'll talk to students in Jeddah soon in a digital video conference. Many good ideas have sprouted from these contacts, such as youth summits, web chats, targeted exchanges and internships.

As Ambassador Hughes continually stresses, public diplomacy is a two-way street. We seek to listen and be heard.

On behalf of the newly launched citizen ambassador program, I invite your ideas on how to make this world a smaller and better place for all of us. Please send constructive comments on improving the image of Muslims in the U.S. or Americans abroad to Sul5daka@gmail.com or check out "youandstate" on Yahoo Groups. ■

The writer is a co-op student employee in Under Secretary Karen Hughes' Office of Policy, Planning and Resources.

On July 1, 2004, Third Platoon was transporting supplies from Tikrit to Balad, a community near Baghdad. The daily trip typically took two and a half hours to travel about 70 miles, since the convoy averaged 35 mph. For safety, speeds rarely reached 50 mph. After hours of loading cargo, securing it with tie-downs or plywood sheets, the 23-truck convoy hit the highway.

A Day Like Any in Iraq

Story and photographs
by Margaret Smith

The convoy's lead truck burns, top. A watchful soldier provides security, bottom, while waiting for the recovery crew to arrive.



E

ach truck contained two drivers, with a trailer in tow. Together, truck and trailer could haul about 49 tons of cargo, typically water, food, ammunition and vehicle parts. Convoys purposely looked menacing to discourage attacks. A 50-caliber machine gun and grenade launcher protruded from each truck and soldiers always pointed their guns out the open windows.

The road was mostly a rural four-lane desert thoroughfare divided by a dirt median, littered on the sides with abandoned vehicles and fruit stands. Many of the vehicles were stolen and simply left by the roadside, the driver having set out on foot after breaking down.

As usual, intelligence was limited, just word-of-mouth reports of enemy activity soldiers would bring back from previous trips. It seemed the written reports of bombings or insurgent attacks never got included in the formal briefings.

Danger fluctuated. There were “hot periods,” when roadside bombings and small-arms attacks occurred daily. Then a week might go by without an incident. Those periods were the worst because it seemed like the calm before the storm.

After the convoy departed the third checkpoint along the route, which at the time was manned by American forces, the lead truck observed a fruit box on the edge of the road.

The lead truck contained the Third Platoon’s most seasoned gun crew. It ensured that the road ahead was safe for

the rest of the convoy. Instinct told them to be leery of the box even in an area filled with roadside markets where vendors commonly discard used boxes.

Because disturbed dirt or wires are signs an object might be a bomb, you can’t be certain until you get close. By then, unfortunately, it’s too late. In some cases, there are no wires because the bomb is set off electronically. Fortunately, the bombs are not very accurate. They’re sometimes placed too far from the road, and faulty connections delay detonation by up to a minute. It’s also difficult to time the explosion for the instant a vehicle is passing by.

The lead truck gunner and driver paused for a moment, studying the threat. Unable to see any signs of a bomb, they proceeded cautiously. There were no people in the area, a suspicious sign. As a precaution, the driver crossed the median and moved to the opposite side of the highway, putting a traffic-lane’s width between the truck and the box. Such a tactic on American highways would be as deadly as

a bomb, but Iraqi motorists regularly cross highway medians to avoid traffic jams. There's little regard for the law and few police officers to enforce it.

Just as the lead vehicle passed the seemingly benign box, there was a tremendous explosion and three trucks were destroyed. A few moments of surreal silence followed. Then it was shattered by the crackle of gunfire as hidden insurgents ambushed the vehicles. The convoy fought back with covering fire.

reception and there was only one cell phone in our company of 135 soldiers. But two trucks had satellite links.

A series of e-mails describing the injuries flashed back and forth, frantically typed between taking cover and returning fire. Medical teams are not dispatched without this information.

Finally, after about 15 minutes of suppressive fire, the insurgents retreated, allowing the injured to be moved to a safe area for treatment. A landing zone was marked, and 45

Six soldiers now needed medical attention fast. There were no medics in the convoy, so a request for a medical evacuation team was sent—by e-mail!

As the battle raged, a vehicle pulled alongside the burning lead truck. Its driver ran over and assisted the gunner, now struggling to untangle himself from the gun mount on top of the truck. The second driver in the lead truck tried to help, but he had been blinded by the blast.

Seconds after the gunner was freed, the lead truck was engulfed in flames. Now the rescue focused on the second truck that was hit. The driver couldn't move. Both legs were torn up by shrapnel. The other driver managed to get out of the truck, but was very disoriented and could hardly see because his glasses had been shattered and blood covered his face. No soldiers were injured in the third vehicle.

During the fighting, two other soldiers sustained third-degree burns while maneuvering their automatic rifles, sizzling hot from the sustained shooting.

Six soldiers now needed medical attention fast. There were no medics in the convoy, so a request for a medical evacuation team was sent—by e-mail! Our radios had poor

minutes later a helicopter flew the most seriously wounded soldiers to a hospital. Twenty minutes later, an ambulance arrived to assist with the three remaining soldiers.

Now attention focused on the damaged vehicles. Because they contained navigation equipment with classified coding, weapons and ammunition—all valuable to the insurgents—arrangements were made to tow them away.

A secure perimeter was set up until a recovery crew arrived two hours later. But towing these vehicles isn't as simple as calling your roadside wrecker.

The loads need adjusting and tow bars attached. These trucks are enormous. It takes three very strong soldiers to change just one of the four-and-a-half-foot-high tires. And it takes four soldiers to install the tow bar—three to lift it in place and another to hammer the pins that secure it to the damaged truck.

The convoy eventually delivered its supplies at Balad without further incident. Third Platoon decided that delay-

Bullet holes are visible in the windshield of the third truck in the convoy, top. Wounded soldiers get attention in a triage area set up on the highway, middle. The fire ebbs, leaving the lead truck a charred hulk, bottom.



ing the mission any longer would grant the insurgents a victory, so the trucks were loaded with “retrograde”—destroyed and damaged equipment—for the return trip, or “back haul.”

It wasn't a Sunday drive.

Thirty minutes outside the gate, another explosion rocked the convoy. Fortunately, it was a miss. Suppressive fire was returned as the convoy continued on. Another 45 minutes down the road, another explosion, another near miss. When Third Platoon finally arrived at home base, the relief was palpable—but only for a few hours. The platoon would soon be preparing for its next mission.

The injured soldiers recovered. The lead truck gunner required several surgeries to heal the upper portion of his left arm. Although he may never be able to lift it more than five inches, he plans to stay in the Army reserve. The lead truck's driver recovered with only a four-inch scar on his right cheekbone. The driver of the second vehicle still has shrapnel in his left leg and walks with difficulty. And the only scars carried by the soldier with the shattered glasses are in his memory.

Not every day was so intense, but many were. Attacks were likely each time we left our secured area. ■

Margaret Smith, a transportation manager in the Bureau of Administration and a captain in the U.S. Army Reserve, spent a year in Iraq.

Unlikely Call Thrusts Employee into Danger

By Paul Koscak

Margaret Smith was shocked when she got the call to report for duty that would take her to war-torn Iraq. So was her boss.

What's more shocking is that Ms. Smith, who negotiates with contractors to move employee household

forms and no military ID. So they gave me five days."

The experience gave her a new perspective. Fewer things bother her now, says the Manassas, Va., resident.

"I take mass transit and I listen to the woes of other people—how insignificant," she says. "It's amazing how people in Iraq live—some with

Her only physical change, she added, is a hearing loss suffered during her tour that causes her to speak louder.

"It was difficult and challenging—not unlike many of the assignments our Foreign Service employees and other civilians face daily in Iraq," she says. "When colleagues ask about my experience, my standard response has been: 'It was difficult, but my entire company returned and for that I am very thankful.'"

She also acknowledges the hardships endured by the Iraqis.

"For years, they've lived with the potential of violence under the old regime," she says. "And now they're often caught in the cross fire between the military and the insurgents. Nevertheless, many are grateful that America has come to help." ■

The author was a writer/editor for State Magazine.

"It was difficult and challenging—not unlike many of the assignments our Foreign Service employees and other civilians face daily in Iraq."

goods in the Bureau of Administration, wasn't even an active reservist.

After joining the Army Reserve in 1995, she performed the required monthly drills and the annual two weeks of active duty for five years. After that, she was assigned to the inactive ready reserve, essentially no more than a name on a list. Traditionally, inactive status is a bureaucratic backwater where reservists generally perform no duty and the chances of being called upon are nearly nil.

Until now.

With the vast drawdown in America's regular armed forces during the past decade, the operations in Iraq and Afghanistan required the Pentagon to fill the shortfall with active guard and reserve forces and then an unprecedented call-up of inactive reservists with critical skills. Ms. Smith, a transportation officer, is one of them.

"I received a call in December 2003 informing me I was now on active duty and needed to immediately report to Mobile, Ala., for training," she says. "I told them I had a job, two kids that needed day care, no uni-

no shoes. My kids complain when their shoes don't light up."

She's also more aware of her surroundings and maintains a distance from suspicious people.

"I don't drive over potholes, not only because it can ruin your alignment; that's where insurgents placed bombs," she says.



After answering an unexpected call to work as a transportation officer in Iraq, Margaret Smith returned with a new perspective on life in the U.S.

Debris litters Biloxi, Miss., in the wake of Katrina.



RESPONDING TO DISASTER

DEPARTMENT VOLUNTEERS BRING ORDER TO CHAOS **BY BRIAN COEN**

In the aftermath of twin natural disasters—Hurricanes Katrina and Rita—that displaced hundreds of thousands of Louisiana and Mississippi residents and devastated their homes and businesses, the entire nation sprang into action. The Department became one of the early responders, calling on its staff to help support operations in the Gulf region.

Biloxi, Miss., and the small coastal towns nearby bore the brunt of Hurricane Katrina. The Department deployed two armored mobile communications units from the manufacturer's storage facility in Jennings, La., to Keesler Air Force Base to support communications for the relief effort. The Department loaned Unit 001 to the Air Force for use as a temporary operations facility until the damage to the Air Force communications building could be repaired.

Carol Perez and George Rowland of S/ES-EX were on hand to review the operation and encourage the troops. Joe Cole and the Information Resource Management bureau staff assigned to this mission briefed the Secretary's staff and introduced them to the Air Force representatives on hand. Special Agent Julie Miller and her colleagues conveyed their appreciation to the Secretary's staff for the Department's support.

As events progressed, the mission moved to FEMA headquarters, set up in a former Dillard's department store in

Baton Rouge, La. The IRM staff coordinated the transfer of Unit 002 to the Louisiana State Police Academy, which was the main landing zone and law enforcement staging area for the New Orleans operation.

Several of the staff from the LAN/WAN services division and the Messaging Services Office contributed to the success of the operations. They provided telephone, radio and computer data support for Ambassador Joseph Sullivan and his staff. Working closely with members of the U.S. Agency for International Development, these Department volunteers were tasked with coordinating the generous international aid the U.S. received from other countries. The staff also supported the foreign diplomatic missions located in storm-ravaged New Orleans.

The Backbone

Any operation of this size depends on communications. When the decision to deploy resources was made, the Department set up Task Force 3 to identify its human resources. The technical and operational assets were identified and funding was made available.

The IRM Bureau had a large contingent of highly skilled staff providing feet on the ground. They included Joe Cole,

Brian Coen, Torey Gaspie, Brian Mason, Curtis Potts, John Williams, Brad Raupp, Ed Schilling, Roger Smith, Sow Thong and Kevin Gatlin.

Ken Wallace headed the system operations once communications were established. IRM's staff coordinator was Judy Dulisse, deputy division officer for the LAN/WAN Services Division. She managed the staff and material logistics, coordinated funding and shipping and established agreements among various bureaus.

Setup and Operations

The information management technical specialists assigned to the various offices in the IRM bureau were able to coordinate and establish satellite, radio, telephone and data linkups in Biloxi and Baton Rouge. The Department provided multichannel, short-range handheld radios to FEMA field teams assigned to areas where utilities were completely out of service.

The specialists set up telephone and Internet access for "State South" operations. Telephone technical specialist Torey Gaspie volunteered to provide generator maintenance for the temporary senior staff lodging at the FEMA head-

quarters. The specialist team set up two servers and nine client workstations with ISDN 3 Mbps line connectivity provided by FEMA IT personnel.

Unit 002, set up at the Police Academy, was equipped with classified network access, and four Voice Over Internet Protocol lines provided over satellite links. Radio technicians set up two repeater locations to support the local diplomatic security agents from the New Orleans field office.

Special Agent Charles Bolden, assigned to the New Orleans regional office, helped with interagency coordination and the logistics support at the Louisiana Police Academy site. His assistance was vital to the mission's success.

As this massive relief effort continues, the Department still has a role in the area. The New Orleans offices will need restoring and the lives of their staff need to be made whole again. The memories of this disaster and the Department's response to it will live on—later. For now, there's still plenty of work to do. ■

The author is acting liaison office branch chief for LAN/WAN services in the Overseas Building Office.

STATE DEPARTMENT SOUTH

On Aug. 30, the day after Hurricane Katrina made landfall on the U.S. Gulf Coast, the Operations Center reached out to the Office of International Affairs of the Department of Homeland Security to offer State Department assistance to track welfare and whereabouts inquiries about foreign citizens as well as international offers of assistance. The Department's permanent Crisis Management Team began handling inquiries from foreign governments regarding their nationals and sent out a message to all missions on welfare and whereabouts preparations.

On Friday, Sept. 2, the Executive Secretary, Harry Thomas, directed the formation of a larger task force to coordinate Department activities on welfare and whereabouts, process and respond to international offers of assistance and link with Missions overseas. The Task Force was initially led by Ambassador Eileen Molloy and subsequently by Deborah A. McCarthy, with assistance from Operations Center Director John Bass and his team.

International offers jumped dramatically from 7 on Aug. 30 to 122 on Sept. 9, including cash pledges of more than \$760 million. The Department coordinated offers of assistance from foreign governments, political entities and international organizations and also informed governments of specific requests for assistance based on needs conveyed to the Department by FEMA. The Department also coordinated with the Department of Defense to facilitate international military support and linked with the United Nations and other organizations that offered assistance.

DHS and the Department of State agreed that the Office of Foreign Disaster Assistance of AID would

convey offers of assistance to FEMA and coordinate responses. Following acceptance of the offer by the Department, OFDA was the logistical point of contact for receipt of the material. An OFDA representative was included on the Task Force. State officers were also assigned to the OFDA/RMT Task Force. To assist in the distribution of the assistance as well as with welfare and whereabouts, the Department established a forward office—State Department South—with 70 persons to support the Joint Interagency Field office in Baton Rouge. Led by Ambassador Joseph Sullivan, the office included representatives from State bureaus as well as OFDA.

A significant portion of the material international assistance received came from NATO countries and partners, as well as Mexico. The acceptance and delivery of much of this assistance was coordinated with NORTHCOM and other DOD elements. This "mil-to-mil" coordination enabled NORTHCOM to quickly receive required assistance, the Task Force to update the assistance matrix, and State principals to stay informed. To help transport airlift of European assistance, NATO stood up the Euro-Atlantic Disaster Response Coordination Centre and provided a liaison located with the OFDA/FEMA cell staff to assist in coordinating NATO airlift.

As of Oct. 11, 150 countries, political entities and international organizations had made offers of assistance. We have accepted offers from 108.

With the disbandment of the Task Force on Sept. 18, a Katrina Working Group has continued to process offers of assistance.



HURRICANE KATRINA AFTERMATH

DEPARTMENT MOBILIZES IN SUPPORT OF NEW ORLEANS PASSPORT AGENCY
BY PAUL PEEK

The overwhelming human and physical destruction caused by Hurricane Katrina affected all Department of State operations in New Orleans, especially the Passport Agency. Assistant Secretary of State for Consular Affairs Maura Harty lauded the efforts of her counterparts in the Bureau of Administration and Bureau of Diplomatic Security to help State employees in the region who suffered unimaginable losses as a result of the storm and subsequent flooding. She called the Department's efforts a "classic example of what superb teamwork can accomplish."

One of the three largest domestic passport service facilities, the New Orleans Passport Agency was evacuated two days before Hurricane Katrina to protect the welfare of its employees. Once the extent of the devastation of Hurricane Katrina was made clear, CA's first priority was to locate all of the New Orleans Passport Agency's 85 employees and ensure their safety.

It took some real detective work to locate all of them. CA worked round the clock to find colleagues and to keep in touch with them on a daily basis thereafter. Agent Frank Wilkins of Diplomatic Security spent hours combing the



Above: A tractor-trailer carries nearly 1,000 crates from New Orleans to the Passport Center in Charleston. Right: Recovery team workers remove boxes of passports from the New Orleans Passport Agency.

lists of evacuated persons compiled by the Red Cross and other sources on the Internet, as well as scouring personnel files for clues regarding relatives who might be aware of an employee's whereabouts. Stanley and Associates, CA's primary contractor and private sector contractor, was able to locate all 45 of its employees. Personnel from the Diplomatic Security and Human Resources bureaus assigned to New Orleans were also accounted for quickly.

With the help of 15 additional specialists brought in from other passport agencies and many hours of overtime and weekend work, the remarkable employees in Charleston processed more than 115,000 passport applications for New Orleans within 2 and one-half weeks.

Every effort has been made to assist the employees in obtaining every possible benefit and source of relief. Government employees and contract colleagues are on administrative leave. Subsistence allowances are also being made to government employees to help offset temporary housing costs.

As this issue went to press, many of the affected employees had not been able to visit their homes to survey the extent of the damage to their property. A significant number of those who did visit their homes reported major damage requiring extensive reconstruction. Department employees can help speed their recovery through a donation to the Employee Emergency Fund. More details are available in the Department Notice dated Sept. 6.

Although the building where the New Orleans Passport Agency is located sustained little damage, the Department temporarily closed the Agency and transferred work from

the region to the National Passport Center and the Charleston Passport Center. In addition, a Department team of volunteers traveled by truck convoy to Baton Rouge and then on to New Orleans to secure controlled items and passport applications in progress—a mammoth task.

Consular Affairs Deputy Assistant Secretary for Passport Services Frank Moss, who led the recovery efforts, characterized the conditions under which they worked in New Orleans as “horrendous.” Nevertheless, cooperation among CA, DS, the Bureau of Administration and a contract transportation company was magnificent. Within two days, the recovery team loaded and carried close to 1,000 crates—including the computer servers—down 13 floors in an unlit, sweltering stairwell and loaded them onto a tractor-trailer for final delivery to the Passport Center in Charleston.

With the help of 15 additional specialists brought in from other passport agencies and many hours of overtime and weekend work, the remarkable employees in Charleston processed more than 115,000 passport applications for New Orleans within 2 and one-half weeks. Under Secretary for Management Henrietta H. Fore traveled soon afterward to meet New Orleans employees stationed temporarily in Charleston and to thank and congratulate the Charleston team for its extraordinary effort.

The situations into which the New Orleans Passport Agency employees have settled since Katrina struck vary greatly. Some are as far away as Atlanta and Dallas; some have gone back to work on a temporary basis in other passport agencies in Houston, Philadelphia and the Charleston Passport Center. Others have returned to the New Orleans area and are beginning the long, slow process of rebuilding their homes and their lives. ■

The author is an operations officer in Passport Services Field Operations.

RETIREES GET HELP AND HELP EACH OTHER

Secretary Condoleezza Rice and Director General Robert Pearson directed the Department to reach out to not only employees, but also retirees in the path of Katrina.

The Office of Retirement searched its retiree database and found 72 annuitants in the affected areas of Alabama, Mississippi and Louisiana, said Director David Dlouhy.

The office delivered a roster to the Hurricane Task Force, which worked with the Red Cross to search for each individual. The Task Force tried to contact every affected annuitant either directly or through intermediaries. Many had evacuated the area, complicating the task of finding them. The Department used the new RNet site to reach out to

annuitants to help locate those who were evacuated. The Department's message reached the retirees, many of whom checked in to let the Department know their status and whereabouts.

Those who need assistance are getting it. One retiree from Waveland, Miss., is being helped by the Department, the American Foreign Service Association and the Senior Living Foundation. Another, who lived in New Orleans and lost everything, is staying with family in Houston. For two retirees living in the same Mississippi area who had not previously met, the hurricane brought them together for the first time. Retirees pitched in to find people in their areas and to make sure that everyone survived.

In 2004, FAPE commissioned American artist Sol LeWitt to create a wall mural for the entrance to the consular building at the future U.S. Embassy in Berlin, Germany, which is slated to open in 2008.



The Art of Diplomacy

NONPROFIT FOUNDATION DECORATES U.S. EMBASSIES WITH AMERICAN ART **BY JENNIFER A. DUNCAN**

The Foundation for Art and Preservation in Embassies is a nonprofit organization that was founded in 1986 by Leonore Annenberg, Wendy W. Luers, Lee Kimche McGrath and Carol Price. Approaching its 20th anniversary, the organization has contributed more than 1,000 works of art to the State Department and assists the Department in its efforts to exhibit and preserve fine and decorative art in U.S. embassies around the world. Through both commission and purchase, FAPE has acquired some of the finest examples of American art and funded restoration and preservation projects for the historic embassies that belong to the U.S. government.

FAPE's latest project is the Art in New Embassies Program, which commissions American artists to create site-specific works for embassies. Once an artist has been selected and has agreed to create a work, the embassy architects, the State Department, FAPE and the artist work together to ensure that the art is sensitively integrated with the building and its grounds. The works are all donated by the artists, and FAPE provides the funds to pay for their fabrication.

FAPE's first site-specific installation was a large-scale bronze sculpture by Joel Shapiro, installed in 1999 at the U.S. Embassy in Ottawa. Subsequent commissions for new buildings have included two sundials by Maya Lin for the consulate in Istanbul, a Sol LeWitt work at the embassy in Tunis and a sculpture by Elyn Zimmerman at the embassy in Dar es Salaam.

Two of FAPE's most exciting new projects are for the embassies in Beijing and Berlin. Skidmore, Owings & Merrill has designed the Beijing compound, and artists Ellsworth Kelly, Louise Bourgeois and Martin Puryear are contributing works. For Berlin, which was designed by Moore Ruble Yudell, Sol LeWitt has created a wall mural that will be seen along the grand procession from Alexander Platz to the Brandenburg Gate.

Another significant FAPE initiative is the Lee Kimche McGrath Original Print Collection, named for FAPE's founding director. As part of this project, each year a distinguished American artist donates an edition of original prints for display in U.S. embassies. The Original Print Collection

PHOTOGRAPHS: FOUNDATION FOR ART AND PRESERVATION IN EMBASSIES



Above: Assembly of Friends is a large-scale sculpture that groups six related geometric forms around a granite-rimmed pool. Created by American artist Elyn Zimmerman, the work was commissioned by FAPE in 2002 for the U.S. Embassy in Dar es Salaam, Tanzania, and was installed in June 2004. Top left: Marigold by Alex Katz was the 2004 donation to the Lee Kimche McGrath Original Print Collection. Bottom left: In 2003, FAPE commissioned American artist Ellsworth Kelly to create two 18-foot-high wall sculptures for the entrance to the consular building at the new U.S. Embassy in Beijing, China, which is scheduled to open in 2008.

began in 1989, when Frank Stella donated The Symphony in an edition large enough for a print to be sent to every American embassy. Some of the country's leading printmaking workshops, including Gemini G.E.L. and Tyler Graphics Limited, have donated the printing of artists' portfolios.

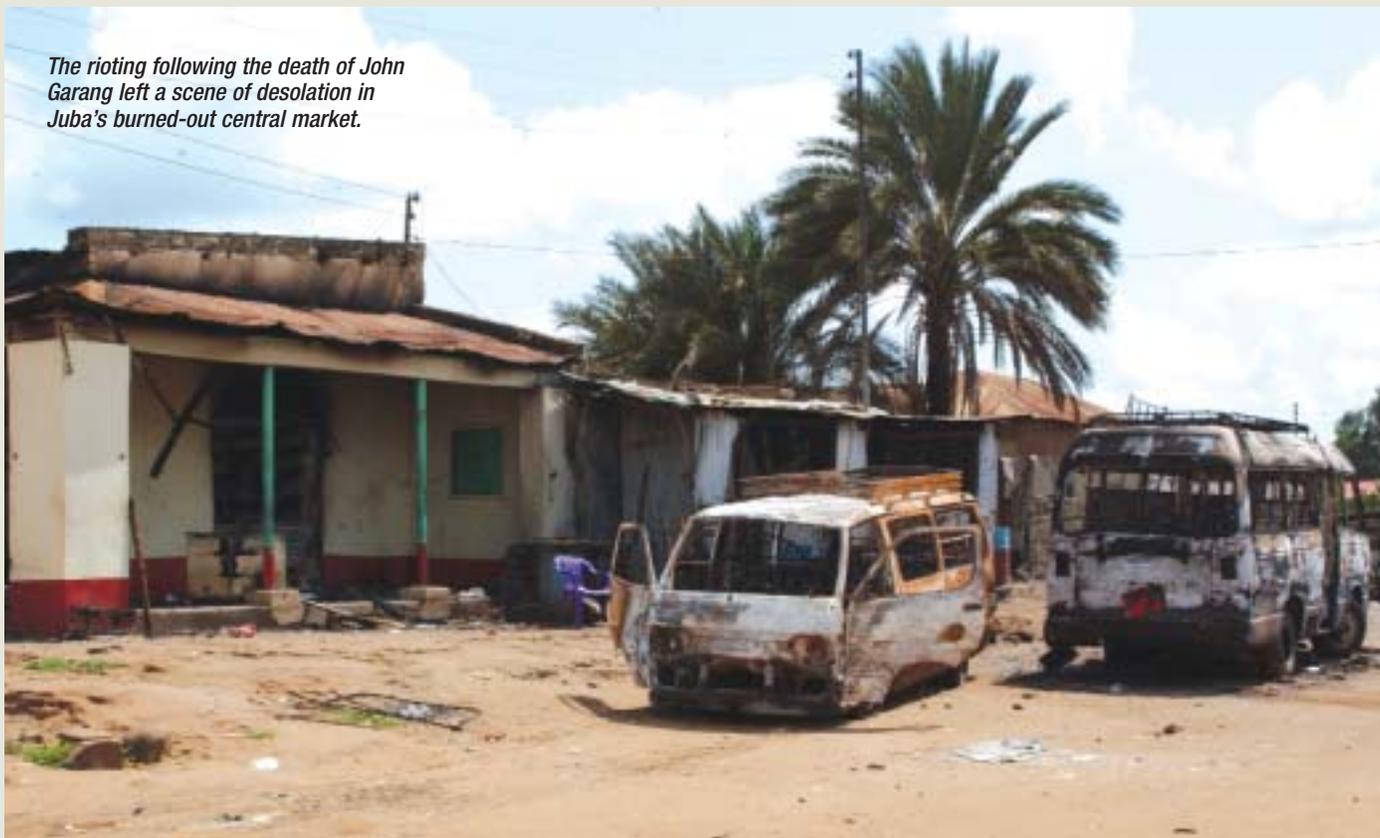
FAPE's aim is to create a meaningful and appropriate permanent collection of art for every embassy. Through its work, FAPE enables art to serve as a cultural ambassador, promoting freedom of expression and encouraging international understanding among individuals and nations. ■

The author is director of the Foundation for Art and Preservation in Embassies.

A FRAGILE PEACE

ONE LEADER'S DEATH BRINGS RENEWED COMMITMENT TO A TROUBLED SUDAN **BY RICHARD MEI, JR.**

The rioting following the death of John Garang left a scene of desolation in Juba's burned-out central market.



Apprehension and uncertainty filled the air as I packed a sleeping bag and emergency supplies for an advance trip to Juba, southern Sudan, for the funeral of Sudanese First Vice President Dr. John Garang.

Dr. Garang, who for more than 20 years led the Sudan People's Liberation Movement/Army, had formally become part of a new government that united the mostly Muslim north with the mostly Christian south only three weeks before, when he died in a helicopter crash returning from Uganda on July 30. His untimely death set off several days of rioting, arson and looting, resulting in more than 100 deaths and hundreds more fleeing Khartoum and Juba, where most of the violence had occurred. The morning I left for Sudan, I heard on the BBC that 18 people, mostly Arab shop owners and merchants, had been killed the day before in Juba.

Two assistant regional security officers, Jared Campbell and Damon Rice, joined me, along with political officers Erin Tariot and Craig White, an Arabic speaker. We departed Nairobi via charter plane for Juba, a city of 250,000, where none of us had ever been before.

We were met at the airport by Ahmed Juma and Fathi Yousif, Khartoum-based Foreign Service National employ-

ees who worked for the U.S. Agency for International Development. Both were originally from southern Sudan but had left 20 years ago when the war between the north and the south broke out.

Emergency Aid

Because of the recent violence and looting, there was no food or medical supplies. Logistic arrangements were being made on the fly. Stephanie Funk, who led USAID's Sudan Field Office in Nairobi, worked with other Embassy officers to coordinate the delivery of emergency aid and support for the American delegation that would attend the funeral two days later. The aid included tons of food, fuel, water, tents and cooking utensils for the thousands of mourners who paid their respects in New Site (Garang's home) and Juba.

In an effort to promote calm, the field office supported the travel of journalists and increased broadcasting on the USAID-funded Sudan Radio Service to document events in the wake of Dr. Garang's death. The embassy donated equipment to assist with crowd control and security.

Confusion reigned, and plans were constantly changing. By the time we arrived in Juba on Aug. 4, the city appeared



Above: Mourners line the road in Juba on the day of the funeral. Left: Arabs flee Juba after becoming the targets of violence. Below: USAID Administrator Andrew Natsion speaks to Americans representing non-governmental organizations in Juba.



The role of the United States at this time of crisis was not just making a one-off donation, but continuing the pivotal position it played throughout the process of bringing peace to southern Sudan.

calm, as a curfew was being enforced. Through our first night there, we did not hear any gunshots, although we could still see smoke from stores in the central market that had been torched a few days before. Given the rumors surrounding Dr. Garang's death and the subsequent violence, the big question was: Would the peace agreement hold?

The United States helped broker that peace through years of negotiations that culminated in the signing of a Comprehensive Peace Agreement in Nairobi in January, 2005. Then-Secretary of State Colin Powell witnessed the signing.

Then Assistant Secretary for African Affairs Constance Newman and Deputy Secretary's Special Representative for Sudan Roger Winter were dispatched from Washington to reaffirm the U.S. commitment to the peace agreement, and they spent two days prior to the funeral traveling around southern Sudan with the body of John Garang. On the day of the funeral, they were joined by the head of the U.S. delegation, USAID Administrator Andrew Natsios, then Chargé d'Affaires to Sudan John Limbert and Congressman Donald Payne, who made a detour from his planned trip to Kenya.

Aug. 6 was game day and the first of three flights from Nairobi (plus Natsios's flight from the United States) was scheduled to arrive at 8:30 a.m. By the time the plane carrying Dr. Garang's body arrived, around noon, nearly 40 planes crowded Juba's small airport, bringing dignitaries from numerous countries and badly needed supplies. Thousands of soldiers representing both the SPLA and the government of Sudan lined the road from the airport to All

Saints Cathedral, while tens of thousands of Sudanese citizens mobbed the roads, church and burial site. Many were crying, even wailing.

Pivotal Role

The widow, Rebecca Garang, and Sudanese President Omar Hassan al-Bashir reiterated an important message: The memory and legacy of John Garang would live by completely implementing the Comprehensive Peace Agreement, which Bashir had signed with his former foe.

The role of the United States at this time of crisis was not just making a one-off donation, but continuing the pivotal position it played throughout the process of bringing peace to southern Sudan. In giving thanks during the eulogies, Dr. Garang's eldest son, Mabior, singled out the U.S. government and President Bush for their steadfast diplomatic support.

The emergency aid and logistical support that we were able to provide in those few days reflected the combined efforts of various elements of the Department and USAID in Washington, Khartoum and Nairobi. With critical support from the United Nations—in particular the World Food Program, which provided ground transportation—this was a truly international effort that helped to ensure that John Garang's vision for a peaceful Sudan would not die with him. ■

The author is the Information Officer at the U.S. Embassy in Nairobi.

Former Ambassador Francis Ricciardone buys a t-shirt from a vendor during his visit to launch the U.S. Virtual Consulate Davao in October 2004.



VIRTUAL REALITY

VIRTUAL PRINCIPAL OFFICERS SUPPORT TRANSFORMATIONAL DIPLOMACY WITH MODERN TECHNOLOGY **BY MANU BHALLA**

“I am the virtual principal officer for Davao” was how I introduced myself during the year I managed the East Asian and Pacific Affairs Bureau’s first virtual consulate in that southern Philippine city. The greeting invariably elicited a chuckle. It was often followed by quips such as, “Do you get a virtual paycheck?” or “Do you get virtual satisfaction?”

The satisfaction was very real. I was the “face” of the U.S. government in Davao, the largest city in the troubled Mindanao region. As VPO, my task was to help coordinate the interactions among more than 25 U.S. government agencies in the Philippines and Davao, improve the focus of our programming and outreach and generate a perception in the minds of key “Davaoenos” that America was present and active, even though we did not have a building or full-time staff in the city. I worked out of the embassy in Manila, but periodically traveled to Davao to reinforce the important face-to-face component of the program.

Implementing the virtual presence post model is transformational diplomacy in action. We employ traditional diplomatic outreach tools and programming and enhance these with new technology. This helps us reach out to nontraditional audiences in locations that have become more important in an age of globalization and instant communication. In Davao, a city of 1.1 million people, we developed relationships with local government, media, academia, non-governmental organizations, the business community, religious denominations and resident American citizens.

MULTIPLIER EFFECT

The multiplier effect of electronic diplomacy allows the VPP to reach a broader audience than is possible through traditional diplomacy alone. We developed a branded web site (www.usvirtualconsulatedavao.org.ph) that, in effect, substituted for the physical building, and publicly declared our engagement with Davao.

The VPP pioneered live online chat sessions as a vehicle for outreach in Davao. By leveraging the 14 American Corners in the Philippines as venues for students and faculty to join in the chats, we turned the sessions into vehicles for outreach to the entire country. Without any permanent U.S. government buildings or personnel in Davao, the virtual post achieved many of the net benefits of a traditional consulate in a cost-effective manner.

Launching the VPP forced us to tackle some of the cultural challenges that must be met if transformational diplomacy is to have meaning in the Department. I had to explain to my supervisors and their superiors the how, why, what, when and where of a new idea in an environment where everyone was already fully occupied with pressing tasks.

After getting critical buy-in from my chain of command and the front office, I had to sell the idea to the country team, which represented several individual agencies with their own perspectives and priorities. The challenge was to explain how this new investment could support individual agency goals while also promoting our collective interests as Americans.

At the same time, we began early to cultivate buy-in from our target audiences in Davao. We met with local government officials, media, academia, American wardens and the business community, not just to communicate and educate, but also to seek their input. When Virtual Consulate Davao was launched, it was not just a U.S. government initiative, it was a joint project in which many communities had a stake.

SUCCESSFUL LAUNCH

Virtual Consulate Davao was launched with much fanfare on Oct. 6, 2004. During the first six months, we recorded thousands of hits to the web site and received hundreds of e-mail inquiries. We conducted 10 chat sessions with more than 800 participants on topics such as visas, American Citizen Services, adopting children in the Philippines, studying in the United States and the State Department Reports on Human Rights and Trafficking in Persons.

Fifteen embassy sections visited Davao and the ambassador visited three times. We held two large events in the city, our launch and a U.S. election watch. Two “Embassy on the Road” programs in Davao provided services to 250 Americans and Davaoenos.

The results from these mission investments were very clear. We achieved a marked improvement in our relationships with the local government, media, academia, the nongovernmental organization community and the Ulama League, a group of

Muslim scholars. As a mission, our collective outreach efforts had more focus and greater impact.

The VPO role demonstrated its effectiveness as an internal management tool for embassy coordination with Davao. It also offers professional development and leadership opportunities for entry-level personnel. Not surprisingly, when I departed Manila, eight entry-level candidate officers at post applied for my position.

The VPO role allowed me to apply my private-sector experiences in implementing change, new projects and new technologies. And it allayed any fears that the Department bureaucracy might stifle innovation.

I encourage all entry-level officers to consider the VPO role if a virtual presence post might be relevant where they are. This could be an ideal fit for newly hired personnel who are less likely to reject nontraditional ideas just because “we’ve never done that before.”

If your post is not yet among the 15 that have adopted the virtual presence post concept, advocate for it. Transformational diplomacy includes using the latest technology tools. Most important, it is about sending a signal to our increasingly skeptical foreign partners that “America cares.” ■

The author was the first virtual principal officer during his 2003–05 tour at the U.S. Embassy in Manila. He now works in the East Asian and Pacific Affairs Bureau.

Virtual Posts By Region

THE AMERICAS

Brazil—USVPP Belo Horizonte
<http://virtual.embaixada-americana.org.br/belohorizonte>

Brazil—USVPP Fortaleza
<http://virtual.embaixada-americana.org.br/fortaleza>

Brazil—USVPP Porto Alegre
<http://virtual.embaixada-americana.org.br/portoalegre>

Canada—USVPP Northwest Territories
<http://www.canadanorth.usvpp.gov/nwt/index.asp>

Canada—USVPP Nunavut
<http://www.canadanorth.usvpp.gov/nunavut/index.asp>

Canada—USVPP Yukon
<http://www.canadanorth.usvpp.gov/yukon/index.asp>

Panama—USVPP Colon
<http://colon.usvpp.gov>

Venezuela—USVPP Barquisemeto
<http://embajadusa.org.ve/vppwebsite/barquisemeto.php>

Venezuela—USVPP San Cristobal
<http://embajadusa.org.ve/vppwebsite/sancristobal.php>

EUROPE AND EURASIA

Denmark/Greenland—USVPP Nuuk
<http://www.usembassy.dk/AmericanCorner/index.htm>

Russia—USVPP Chelyabinsk
<http://usa.chelyabinsk.ural.ru>

Russia—USVPP Novouralsk
<http://usa.novouralsk.ural.ru>

Russia—USVPP Perm
<http://www.usa.perm.ural.ru>

Russia—USVPP Snezhinsk
<http://www.usa.snezhinsk.ural.ru>

Russia—USVPP Tyumen
<http://usa.tyumen.ru>

San Marino—USVPP San Marino
<https://sanmarino.usvpp.gov/index.html>

Sweden—USVPP Gothenburg
<http://stockholm.usembassy.gov/vpp>

United Kingdom—USVPP Cardiff
<http://www.usembassy.org.uk/wales/index.html>

EAST ASIA AND PACIFIC

Australia—USVPP Adelaide
<http://adelaide.usvpp.gov/Adelaide>

Australia—USVPP Brisbane
<http://brisbane.usvpp.gov/Brisbane>

Philippines—USVPP Davao
<http://www.usvirtualconsulatedavao.org.ph>

Solomon Islands—U.S. Virtual Embassy
<http://www.usvpp-solomonislands.org>

Vanuatu—U.S. Virtual Embassy
<http://www.usvpp-vanuatu.org>

MIDDLE EAST AND NORTH AFRICA

Egypt—USVPP Ismailia
<http://ismailia.usvpp.gov>

SOUTH ASIA

Bangladesh—Rajshahi
<http://www.usembassy-dhaka.org/rajshahi/index.html>



The climbing party relaxes at base camp as the challenge of Mt. Ararat looms behind them.

TWO BY TWO

Practicing Medicine on Noah's Mountain

BY PETER GUERIN, M.D.

“And on the seventeenth day of the seventh month the ark came to rest on the mountains of Ararat.”

Many readers will recognize this as a quote from the Bible and will have heard of Mt. Ararat, a snow-capped dormant volcanic mountain that rises 16,945 feet above the plains in the far northeast of Turkey, near its borders with Iran and Armenia.

At the end of July, I had the opportunity to climb Mt. Ararat with a group of American colleagues and friends. I was also able to study firsthand the effects of high altitude on human physiology—my fellow climbers.

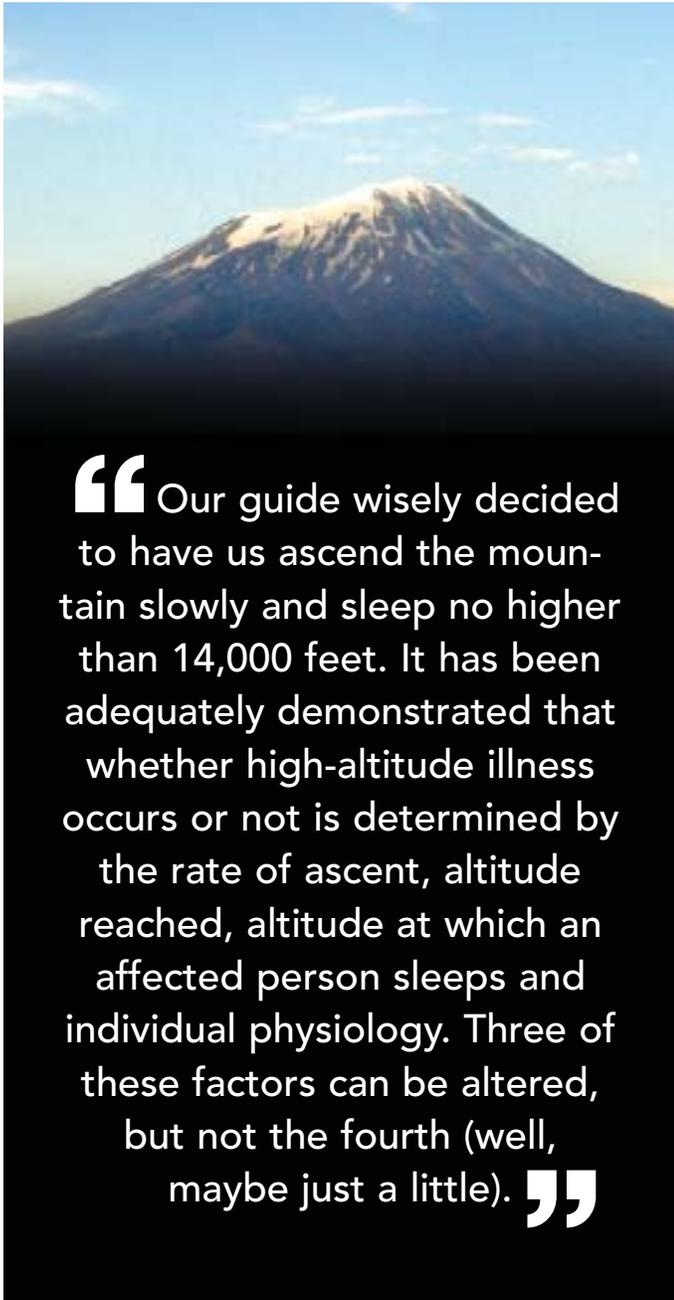
I prepared for my trip by doing a bit more exercise, buying some extra equipment and designing my high-altitude study. While researching high-altitude illness, I found the “Lake Louise Self Assessment Scoring for Acute Mountain Sickness.” It asks participants to score themselves for the symptoms of headache, gastrointestinal distress, fatigue, dizziness and difficulty sleeping. My plan was to have each of the climbers take the assessment and record vital signs—

MEDICAL REPORT

blood pressure, pulse, respiratory rate and percent oxygen saturation of blood—once a day, preferably in the morning.

We flew from Ankara to the city of Van well rested and well prepared. We then took a bus to Dogubayazit, at 5,000 feet elevation, where we spent the night in a comfortable hotel. The following day, we piled into a truck with our gear and proceeded to the foot of the mountain, starting our hike at about 7,000 feet. Luckily, we had horses carrying all of our gear except for personal items, which we carried in daypacks.

We spent two nights at a camp at 10,000 feet, from where we hiked to a higher camp at 14,000 feet before going back down to sleep. This helped us acclimatize. The next day, we



“Our guide wisely decided to have us ascend the mountain slowly and sleep no higher than 14,000 feet. It has been adequately demonstrated that whether high-altitude illness occurs or not is determined by the rate of ascent, altitude reached, altitude at which an affected person sleeps and individual physiology. Three of these factors can be altered, but not the fourth (well, maybe just a little).”

hiked back up to the higher camp, from where the following morning we would make our final ascent to the summit.

Our guide wisely decided to have us ascend the mountain slowly and sleep no higher than 14,000 feet. It has been adequately demonstrated that whether high-altitude illness occurs or not is determined by the rate of ascent, altitude reached, altitude at which an affected person sleeps and individual physiology. Three of these factors can be altered, but not the fourth (well, maybe just a little).

All of the climbers but one took the drug Diamox (acetazolamide), which helps increase the respiratory drive and improve oxygenation, thus hastening acclimatization. It has been well documented that Diamox can not only treat, but also prevent, high-altitude illness, especially for those who plan an ascent from sea level to more than 9,000 feet in one day and for those with a history of acute mountain sickness.

During my data collection, I found there were quite a few in our group who had headaches (one of the first signs of high-altitude illness/acute mountain sickness), some decrease in appetite and difficulty sleeping our first night at 10,000 feet. However, despite these symptoms, everyone had essentially a normal pulse, blood pressure and respiratory rate, with oxygen saturations in the low 90s (at sea level, a normal person would have 100 percent saturation). After our first night at 14,000 feet, most of the climbers had worsening Lake Louise scores, increased blood pressure and pulse and oxygen saturations in the high 80s. The good news was that everyone felt much better after our third night at 14,000 feet and all symptoms resolved by the time we returned to 5,000 feet.

Those who were more physically fit did not acclimatize any quicker; however, they seemed to have consistently lower pulses and blood pressure and were able to climb more quickly.

The counter-example of how not to acclimatize was demonstrated by an Iranian group that climbed at the same time we did. This group climbed the mountain in two days, and as they descended we noticed many of them stumbling and appearing very fatigued. Tragically, one member of their group died near the summit. It was hypothesized that his death was a combination of a pre-existing heart condition and the high altitude. As it turned out, they were climbing the mountain illegally and had only one guide for 40 people. They were all later questioned and held by the Turkish military police.

We all enjoyed our climb and our time together. We met many Kurdish families grazing their animals on the summer pastures of Mt. Ararat. In addition to the Iranians, there were many groups of German climbers and a few English, French and Dutch. We never did see Noah's Ark, but were assured by a member of our group that there have been many sightings of it—on the other side of the mountain. ■

The author is the regional medical officer at U.S. Embassy Ankara.



Alfredo Pulupa practices backstage at the Roundhouse Theater in Bethesda, Md., where he played synthesizer for the musical production of Once on This Island.

STRIKING A CHORD

PIANO MAN BALANCES TWO PROFESSIONS **BY PAUL KOSCAK**

Imagine: You leave your desk at the Truman Building, walk to the Kennedy Center, meet a singer and rehearse for a half hour. You both then walk on stage before an admiring audience of thousands. With your ID badge stowed securely in your shirt pocket, you sit at a magnificent grand piano, strike the keys and the vocalist performs.

The applause is palpable, deafening, intoxicating. You leave the center, walk back to your desk and continue where you ended less than a few hours ago—reviewing those reports.

For most of us, that's a daydream. For Alfredo Pulupa, that's reality.

PEOPLE LIKE YOU



Having a musician on call is also a pretty good deal for the Department. When the Truman piano was delivered from the White House a few years ago, he was asked to inspect the instrument. He played the Missouri Waltz, a song President Truman himself played on the grand piano.

*Left: Alfredo Pulupa played a beautiful grand piano in *Noel & Gertie*, a play about the stage relationship between Noel Coward and Gertrude Lawrence. Carl Randolph played Coward, Nancy Robillard, left, directed and Tracy McMullan played Lawrence. Below: In costume and character, Alfredo joins fellow performers, from left, Michael Stebbins, Maureen Kerrigan and Bruce Nelson.*

It's one of several venues where this accomplished operatic and classical pianist—and office manager in the Bureau of Political-Military Affairs—weaves together his passion and profession.

He's been playing the keyboard since age 11, after watching an inspiring classical piano performance.

Mr. Pulupa played French horn in high school, graduated from Catholic University with a music degree and found work as a backup musician, conductor and music director for schools,

churches and dinner theaters. He became known in Washington theater.

Then he got a job.

"I admire those who try to make a living at this," he says. "It's possible, but it's tough. You're working when others are playing, and when they're not, you're too exhausted to do anything."

He joined the State Department intending to stay "just a little while." That was 12 years ago. In the bureau's plans, policy and analysis division, Mr. Pulupa, 49, manages about 20 people "who can operate pretty independently." He credits his musical career in part to his supervisors, who provide the flexibility he needs to do daytime and/or late-night performances.

But having a musician on call is also a pretty good deal for the Department. When the Truman piano was delivered from the White House a few years ago, he was asked to inspect the instrument. He played the Missouri Waltz, a song President Truman himself played on the grand piano. "I was amazed at its condition, considering all the moving,"

he says. He also entertained at some retirement receptions and a birthday party hosted by Secretary Colin Powell.

Mr. Pulupa also provides music for other musicians in recording sessions, plays in pit orchestras and in musicals—jobs outside the limelight.

"I live in a parallel universe," he says. "I work with players who play the clubs, but I don't work the clubs."

While many musicians aim for success in New York or Los Angeles, the District native claims Washington has its own special excitement, particularly in the performing arts, private receptions and benefits. He recalls playing some Gilbert & Sullivan selections at a Supreme Court dinner when Justice Ruth Bader Ginsburg approached him.

"She said, 'Would you mind playing if we sang along?'" Mr. Pulupa remembers. "She and Justice Sandra Day O'Connor and their husbands were sitting right behind me. It was surprising; they knew all the words." ■

The author was a writer/editor for State Magazine.



MEZZO-SOPRANO ELECTRIFIES NOONTIME AUDIENCE

By John Bentel

The Foreign Affairs Recreation Association and the State of the Arts Cultural Series hosted an exciting array of recent noontime concerts, which included Natalie Carter, mezzo-soprano, and classical pianists Pallavi Mahidhara and John Robilette.

Natalie Carter, a native Washingtonian, presented an outstanding selection of classical and spiritual music. She studied at the Peabody Conservatory with noted vocal coach Phyllis Bryn-Julson. From her opening number of Charles Gounod's *Ave Maria* through her closing selection of *Amazing Grace* she controlled her electrifying voice with exacting precision. Samuel Brock and Stanley J. Thurston were outstanding piano accompanists. The audience responded with a standing ovation.

Pallavi Mahidhara began piano lessons at age 5 and will attend the Curtis Institute of Music in the fall, studying under Ignat Solzhenitsyn. At 17, she is already a seasoned veteran of the concert stage and competition circuit. Pallavi presented compositions of Mozart and Liszt. Her extraordinary touch,



Caryl Traten Fisher, director of the State of the Arts Cultural Series, poses with pianist Pallavi Mahidhara, right.

velocity, expressive sensitivity and understanding of rubato revealed a maturity rarely seen in one her age. Her interpretation of the *Mephisto Waltz* was particularly exciting.

John Robilette presented an outstanding program of music by Frederick Chopin. John created the Artistic Ambassador program and a Voice of America concert series and is a past member of the International Advisory Board of the Van Cliburn International Piano Competition. He is intimately familiar with Chopin's nuances. The audience fully understood why *The Washington Post* described John as "a first-class artist who seems to be able to intuit effortlessly the composer's intent." ■

The author is a computer specialist in the Executive Secretariat.

CALENDAR

November 9	76-year-old ragtime pianist "Susie" and Sam Brock
November 23	Jazz pianist Dr. Harold Kaufman
December 7	Jeannette Fang, winner of the Young Artists International Piano Competition
December 21	Christmas program

Performances are on Wednesdays at 12:30 p.m.
in the Dean Acheson Auditorium.

APPOINTMENTS



U.S. Ambassador to Bulgaria. John Ross Beyrle of Michigan, a career member of the Senior Foreign Service, class of Minister-Counselor, is the new U.S. Ambassador to the Republic of Bulgaria. Previously, he was deputy chief of mission in Moscow and before that, acting special adviser for the New Independent States. His other overseas assignments include Sofia, Prague and Vienna. He is married to Foreign Service officer Jocelyn Greene and they have two daughters.



U.S. Ambassador to Israel. Richard Henry Jones of Nebraska, a career member of the Senior Foreign Service, class of Career Minister, is the new U.S. Ambassador to Israel. Previously, he was senior adviser and coordinator for Iraq policy. He has been ambassador to Kuwait, Kazakhstan and Lebanon. He was also chief policy officer and deputy administrator for the Coalition Provisional Authority in Baghdad. Other overseas assignments have included Riyadh, Paris and Tunis. He is married and has four children.



U.S. Ambassador to Ghana. Pamela E. Bridgewater of Virginia, a career member of the Senior Foreign Service, class of Minister-Counselor, is the new U.S. Ambassador to the Republic of Ghana. Until recently, she was diplomat in residence at Howard University. Before that, she was deputy assistant secretary for African Affairs. She was ambassador to Benin and also served in Nassau, Pretoria, Durban, Brussels and Kingston.



U.S. Ambassador to Mali. Terence Patrick McCulley of Oregon, a career member of the Senior Foreign Service, class of Counselor, is the new U.S. Ambassador to the Republic of Mali. Previously, he was deputy coordinator for Iraq Assistance in the Bureau of Near Eastern Affairs. He was deputy chief of mission in Togo, Senegal and Tunisia and also served in Niger, South Africa, Chad and Mumbai, India. He is married and has two sons.



U.S. Ambassador to Denmark. James Cain of North Carolina, a community leader and political activist, is the new U.S. Ambassador to Denmark. He was with the international law firm of Kilpatrick Stockton and served as president of the National Hockey League's Carolina Hurricanes. He served as Republican national committeeman for North Carolina from 2003 to 2005, and regional chairman for the Bush-Cheney '04 campaign. He was President Bush's emissary to the inauguration of President Gloria Macapagal-Arroyo of the Philippines in 2004. He is married and has two daughters.



U.S. Ambassador to Macedonia. Gillian Arlette Milovanovic of Pennsylvania, a career member of the Senior Foreign Service, class of Minister-Counselor, is the new U.S. Ambassador to the Republic of Macedonia. Until recently, she was deputy chief of mission in Pretoria and before that, DCM in Stockholm. Her other overseas assignments include Sydney, Paris, Cape Town, Brussels and Gabarone. She is married and has two daughters.



Assistant Secretary for African Affairs. Jendayi Elizabeth Frazer of Virginia, a professor and government official, is the new Assistant Secretary for African Affairs. Until recently, she was ambassador to South Africa. Before that, she was senior director for African Affairs at the National Security Council. She came to the NSC from Harvard University, where she was assistant professor of public policy at the Kennedy School of Government.



Assistant Secretary for Educational and Cultural Affairs. Dina Habib Powell of Texas, a former senior White House staffer, is the new Assistant Secretary for Educational and Cultural Affairs. She is also principal deputy to Karen Hughes, under secretary for Public Diplomacy and Public Affairs. Previously, she was assistant to the President for Presidential Personnel. She has been director of congressional affairs for the Republican National Committee and was a staff member for then-House Majority Leader Dick Armey.

APPOINTMENTS



U.S. Ambassador to Tanzania.

Michael Retzer of Mississippi, a businessman and political activist, is the new U.S. Ambassador to the United Republic of Tanzania. He developed a restaurant chain in 20 locations in Mississippi. He has been elected several times as chairman of the Mississippi Republican Party and served as treasurer of the National

Republican Party. He was a founding member of the Delta Wildlife Foundation and Mississippi Wildlife Foundation.

Roundtable. In 2003, he was appointed chairman of the Securities Investor Protection Corporation. He is married and has six children.



U.S. Ambassador to Luxembourg.

Ann Louise Wagner of Missouri, a political activist, is the new U.S. Ambassador to Luxembourg. Previously, she was a two-term co-chair of the Republican National Committee. Before that, she was chair of the Missouri Republican Party for more than six years. She held management positions at Hallmark Cards

and Ralston Purina. She is married and has three children.



U.S. Ambassador to Italy.

Ronald Spogli of California, a businessman, is the new U.S. Ambassador to Italy. He is the co-founder of Freeman Spogli & Co., a private equity investment firm, and has served on the boards of more than two dozen companies. He is a member of Stanford University's Overseas Study Council and the Board of Visitors of Stanford's Institute for

International Studies. In 2002, he was appointed to the Fulbright Foreign Scholarship board by President Bush. He is married and has two children.



U.S. Ambassador to the Kyrgyz Republic.

Marie L. Yovanovitch of Connecticut, a career member of the Senior Foreign Service, class of Counselor, is the new U.S. Ambassador to the Kyrgyz Republic. Prior to her appointment, she was senior adviser to the under secretary for Political Affairs. Before that, she was deputy chief of mission in Kiev.

Her other overseas assignments include Ottawa, Moscow, London and Mogadishu.



U.S. Ambassador to Germany.

William Robert Timken Jr. of Ohio, a businessman, is the new U.S. Ambassador to the Federal Republic of Germany. During a 43-year tenure with the Timken Company, he served as President, CEO and Chairman. He has chaired the National Association of Manufacturers, the Manufacturing Institute and the Ohio Business

RETIREMENTS

CIVIL SERVICE RETIREMENTS

Albro, Denise A.
Beard, Janet Baynar
Cestero, Mildred
Coffey, John W.
Coleman, Alvin L.
Crafton, Diane
Davis, Eddie
Glapion, John E.

Krass, Allan S.
Larson, Peter J.
Lewis, Joan A.
Meehan, Sheila M.
Morello, Vincent
Parmer, Pamela J.
Wills, W. Emma

FOREIGN SERVICE RETIREMENTS

Arenas, Manuel
Camp, Sally Ann
Coe, Rodney E.
De Graffenreid, William L.
Fairchild, Clarence E. III
Fretz, Robert L.
Garno, David L.
Ives, Phillip R.

Krischik, Mark B.
Lamson, John Cotton
Macabio, Nemesia J.
Mailhot, Paul Joseph
Mains, John W.
Minikes, Stephan M.
Nist, Theodore Arthur
Nye, Marcia Louise

Paul, Thomas J.
Purvis-Smith, Terryl A.
Schermerhorn, R. Stephen
Stereberg, Margaret
Vazquez, Edward H.
Wagner, Jimmie E.

O B I T U A R I E S



G. Michael Bache, 77, a retired Foreign Service officer, died Aug. 8 of pancreatic cancer in Tom's River, N.J. He served in the Army before joining the Department in 1951. His overseas postings included Pusan, Munich, Abidjan, Stockholm and Bonn. After retirement, he worked as an investment and estate planning counselor. He enjoyed playing cello in string

ensembles.



Theodore Brown, 73, former director of the U.S. Information Agency's Office of Security, died of Parkinson's disease Feb. 17 in Clinton, Md. He served 20 years in the Air Force before becoming a civilian investigator, working chiefly for the U.S. Information Agency. He retired in 1981. He worked for the Department as a re-employed annuitant until the early 1990s. He was a pilot and enjoyed flying.

Dorothy W. Crockett, 81, a retired Foreign Service officer, died Sept. 2 in Melbourne, Fla., after an extended illness. She served for 29 years with the U.S. Information Agency and the predecessor agency to the Agency for International Development, retiring in 1974. Her overseas postings included Paris, Rome, Moscow, Milan, Malta, Abidjan and Belgrade. She was an avid stamp collector.

Alfredo R. Guzman, 62, husband of retired Foreign Service officer Cecelia Guzman, died April 12 of cancer in Mesa, Ariz. He accompanied his wife to assignments in Montevideo, Naples, Quito, Amman and Damascus. He worked in contract positions at various posts.



Jacob J. Harris, 95, a retired Foreign Service officer, died Aug. 11 of congestive heart failure in North Ft. Myers, Fla. He served 34 years with the New Jersey state police before joining the Department in 1964. His overseas postings included Vietnam and Thailand.



Virginia I. Harris, 90, wife of retired Foreign Service officer Jacob Harris, died Oct. 9, 2004, in North Ft. Myers, Fla. She accompanied her husband on postings to Vietnam and Thailand before they retired to Florida in 1974.



David E. Mark, 81, a retired Foreign Service officer, died Sept. 17 while on vacation in Montana. He served in the Army Air Corps during World War II and joined the Department in 1946. He served overseas in South Korea, Finland, Romania, Moscow, Geneva and Burundi, where he was ambassador. After retirement, he consulted on international affairs for Alcoa. He

helped establish the American embassy in the former Soviet republic of Georgia and helped the Georgians write their constitution. He was a member of the Council on Foreign Relations and a New York City tour guide.



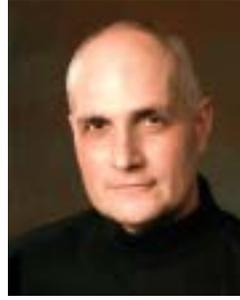
David J. Mastrogiuseppe, 50, a Civil Service employee, died Aug. 16 in Washington, D.C. He was a contract employee with the U.S. Information Agency before joining the Department in 1999. He was a physical security engineer with the Bureau of Overseas Building Operation.

Elizabeth H. O'Grady, 87, widow of Foreign Service officer James O'Grady, died Sept. 30. She accompanied her husband to postings in Bremen, Basel, India, Malta and Angola. She served in various capacities in the Washington, D.C., Episcopal Diocese and was an advocate for racial inclusion in churches and for social justice.

O B I T U A R I E S



Jack P. Orlando, 56, a retired Foreign Service officer, died May 31 in Washington, D.C., of complications from myelofibrosis, a bone marrow disease. His overseas postings included Montreal, Brasilia, Vancouver, Warsaw and Bogotá. After retirement, he worked for the National Transportation Safety Board.



Morris William Roberts, 56, a Foreign Service officer, died Aug. 18 of prostate cancer in Rocky River, Ohio. He joined the Department in 1990 and served overseas in Romania, Malaysia, Bahrain, Egypt and Vancouver, Canada.



Noel H. Petrin, 73, a retired Foreign Service specialist, died Sept. 14 of cancer in Elizabeth City, N.C. He served in the Marine Corps for 23 years before joining the Department in 1978. His overseas postings included Cairo, Tokyo, Alexandria, Geneva, Casablanca, Madras and Hamburg. He retired in 1994.

Judith Ann Schmidt, 66, a retired Foreign Service officer, died Sept. 3 of lung cancer. She served overseas in Paris, Rome, Guyana, Ethiopia and Beirut. She was an avid animal lover and conservationist who was active in wildlife organizations and animal refuges such as Savannas, the World Wildlife Fund and the Humane Society.



Gyorgy Vajay, 63, a retired Foreign Service specialist, died March 13 of pulmonary fibrosis in Gainesville, Fla. He escaped Hungary during the 1956 revolution and served 30 years in the Navy before joining the Department in 1991. His overseas postings included Beijing, Riga, Brussels, Kosovo and Budapest.

IN THE EVENT OF DEATH

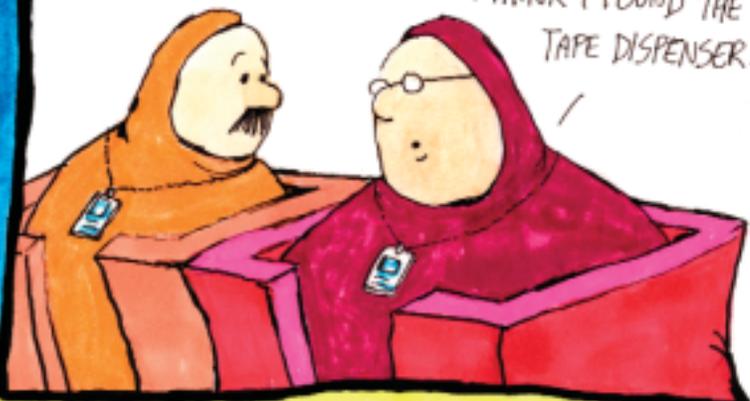
Questions concerning employee deaths should be directed to the Office of Casualty Assistance at (202) 736-4302.

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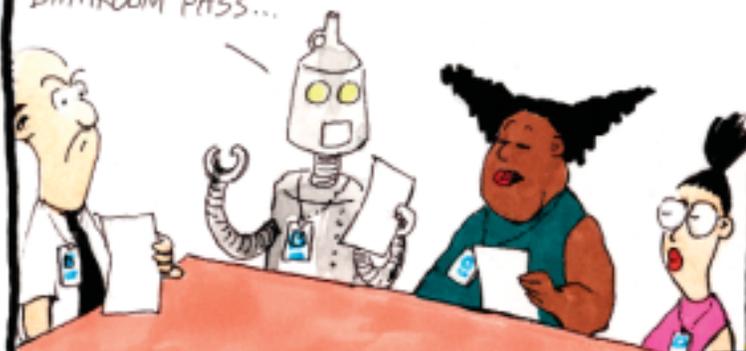
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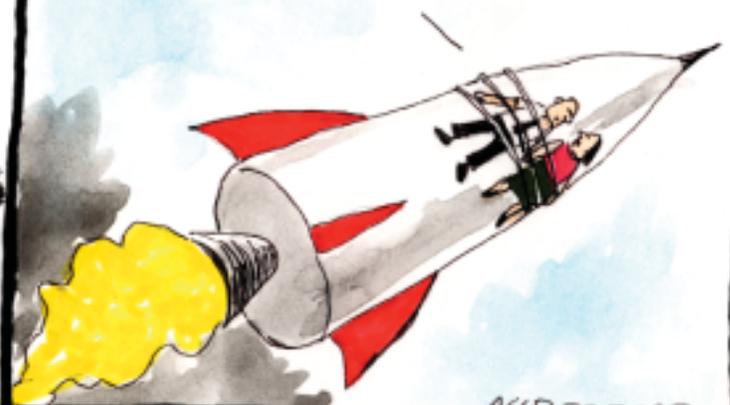
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